Wildcat 17.2

Card Accounts User Guide

maxgaming queensland

Last Update 14.10.2014

1 Wildcat Membership and Player Loyalty 2
1.1 Wildcat Help Desk 2
1.2 Bytecraft Help Desk 2
2 Basic Wildcat User Tools & Tips 3
2.1 Wizards 3
2.1.1 Run Wizard Again on Finish 3
3 Opening the Wildcat Program 4
4 Accessing Card Accounts 5
5 Membership 6
5.1 Patron Maintenance Window 6
5.1.1 Comments Tab 6
5.2 Adding a New Member 6
5.3 Optional Quick Entry Mode 8
5.4 Rapid Addressing Tool (RAT) 8
5.5 Finding an Existing Member 9
5.5.1 Drill Down Option 9
5.5.2 Clear Search Screen Option 10
5.5.3 Print Members Details 10
5.6 Patron Status Filter 10
5.7 Renewing a Member 11
5.8 Reversing Renewals 12
5.9 Changing Patron Details 13
5.10 Cancelling a Patron 13
5.11 Suspending a Patron 14
5.12 Activating a Patron 14
6 Patron Details 15
6.1 Adding a New Detail Type 15
6.2 Adding a Detail to a Patron 15
6.2.1 Editing a Patron Detail Type 15
6.2.2 Deleting a Patron Detail Type 15
7 Patron Cards 16
7.1 Identify Existing Cards 16
7.2 Finding a Card in a Gaming Machine 16
7.3 Printing a New Card (Card Printers) 17
7.3.1 Reprinting a Lost/Damaged Card 18
7.4 Batch Print 18
7.4.1 Completing a Batch Print 19
7.5 Printing a Card with Patron Photo 20
7.5.1 Replacing a Lost Card 21
7.5.2 Storing Captured Images 22
7.6 Creating a New Card Using the Card Swipe (Pre-Encoded Cards) 22
7.6.1 Replacing a Lost/Damaged Card 23
7.7 Suspending a Card 23
7.8 Activating a Suspended Card 24
7.9 Cancelling a Card 25
8 Patron Preferences 26
8.1 Selecting Patron Preferences 26
9 Points 27
9.1 Points Transactions 27
9.2 Redeeming Points 27
9.2.1 Redeeming Points Receipt Printer 29
9.3 Adjusting Points 29
9.3.1 Checking Adjusted Points 30
9.4 Transferring Points 30
10 Setting up Card Devices 32
10.1.1 Installing a Card Swipe 32
10.1.2 Installing a Card Printer (Embosser) 33
10.1.3 Troubleshooting a Card Printer 34

1 Wildcat Membership and Player Loyalty

The Wildcat Membership and Player Loyalty software is also known as Card Services. In the Card Services System there are two separate modules that are used regularly by the gaming venue; Manager Utilities and Card Accounts. The Manager Utilities module is used for setting up the default information used by the Card Accounts module. The Card Accounts module is used for the creation and maintenance of Patron records (also known as the Membership Database) and where point balances are managed.

The Card services system (CSS) is used in conjunction with Gemini or Vector Loyalty Units (card readers), selected Point of Sales systems or as a standalone Membership Database.

1.1 Wildcat Help Desk

For any questions regarding your monitoring system, please do not hesitate to call:

THE MAXGAMING WILDCAT HELP DESK (24 Hours)

1800 700 116

1.2 Bytecraft Help Desk

All machine faults and issues are to be logged with the Bytecraft Help Desk:

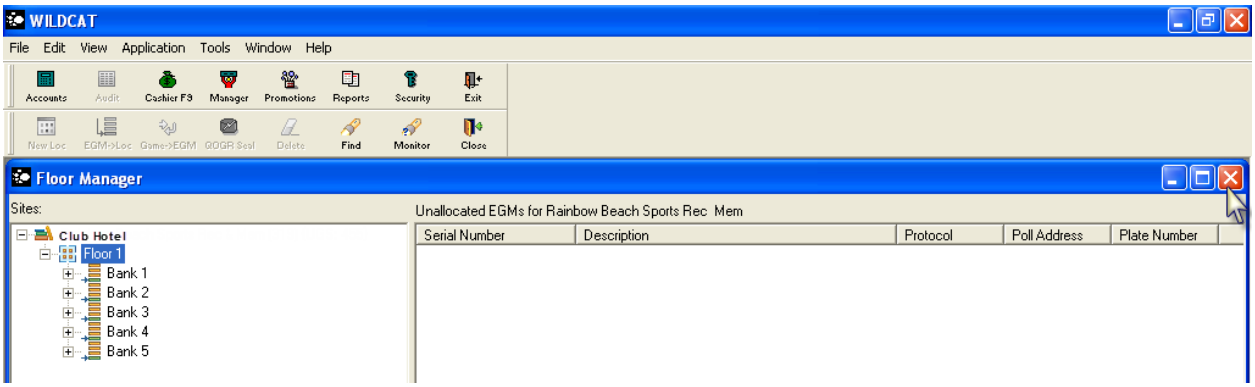
Bytecraft Help Desk
1800 021 814

2 Basic Wildcat User Tools & Tips

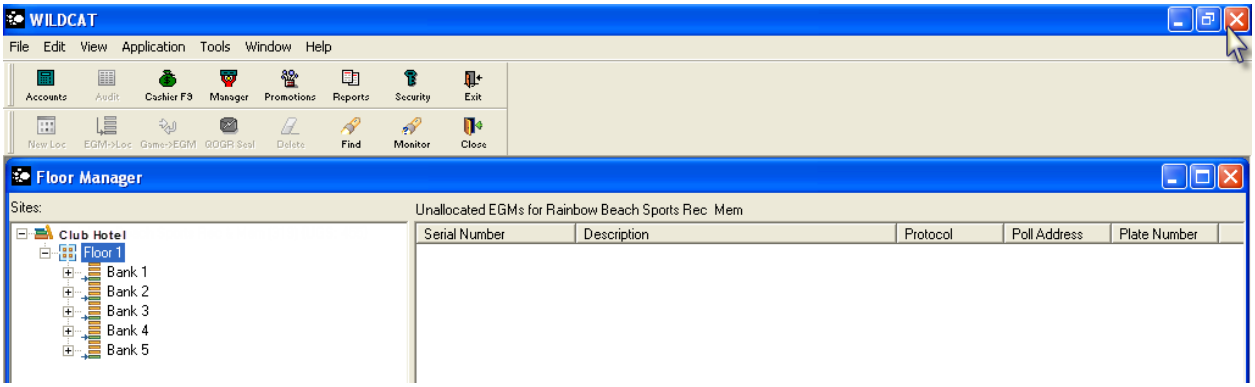
Please note that where a specific selection can be made in reports or selection screen the Wildcat system will usually default to 'ALL' unless otherwise specified.

To move around the dialogue boxes use the mouse and cursor.

Clicking on the X box on the top right hand corner of the window will close that window.



Clicking on the X in the top right hand corner of the screen will exit the Wildcat Program.



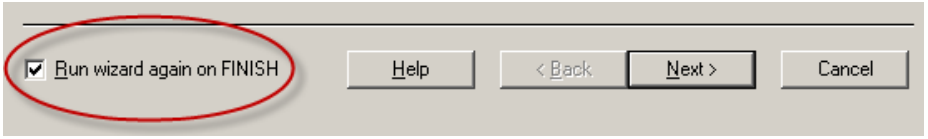
2.1 Wizards

When requesting a particular report or completing data entry Wildcat will ask for information using a 'wizard' function. When completing a wizard:

- Read each screen carefully;
- To go back to the previous dialogue box, single click on the **BACK** button;
- To go to the next dialog box, single click on the **NEXT** button;
- To complete the process, single click on the **FINISH** button;
- To abort the wizard, single click on the **CANCEL** button.

2.1.1 Run Wizard Again on Finish

There is a 'RUN WIZARD AGAIN ON FINISH' feature in this program. This is a time saving device when having to input information repeatedly. If the RUN WIZARD AGAIN box is ticked, the wizard will reappear each time you click the FINISH button. If you don't require the wizard, click CANCEL to return to the original screen.



To turn this function off, single click on the RUN WIZARD AGAIN ON FINISH box; the tick will disappear.

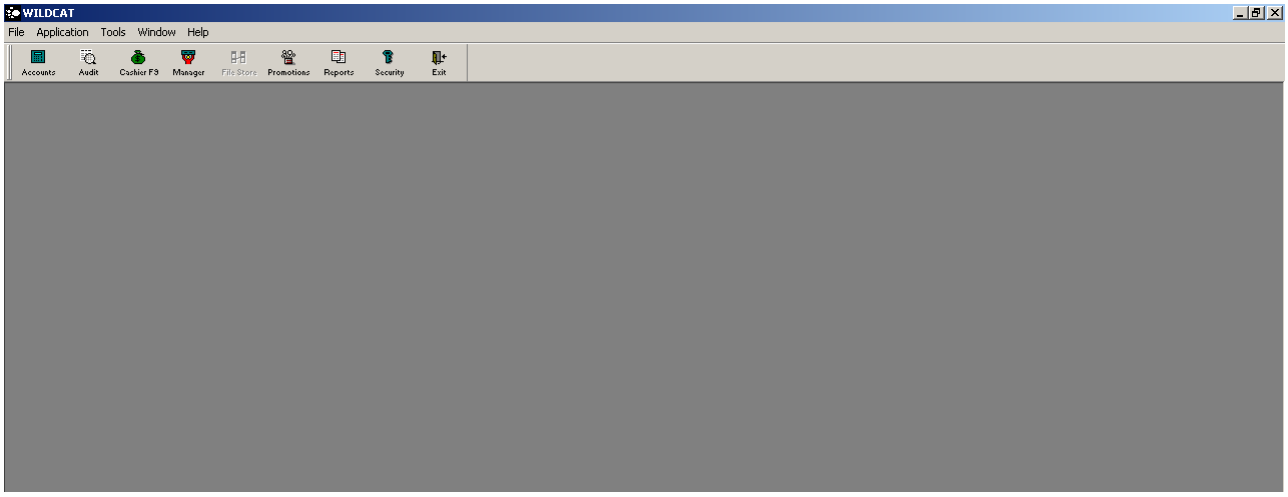
3 Opening the Wildcat Program

To gain access to the program you must have a User ID and Password (please see the chapter in the Wildcat User Guide with regards to SECURITY to create a password and user id).

On your computer screen (desktop) there will be a Wildcat icon (the pawprint). Double click on the Wildcat icon.

The Logon screen will appear:

1. Enter your User ID in the field indicated.
2. Press TAB or use the mouse to click at PASSWORD.
3. Enter your Password (password is NOT case sensitive).
4. Single click on OK or press Enter.
5. The Wildcat Program has now been accessed (as shown below – this is the 'home screen').



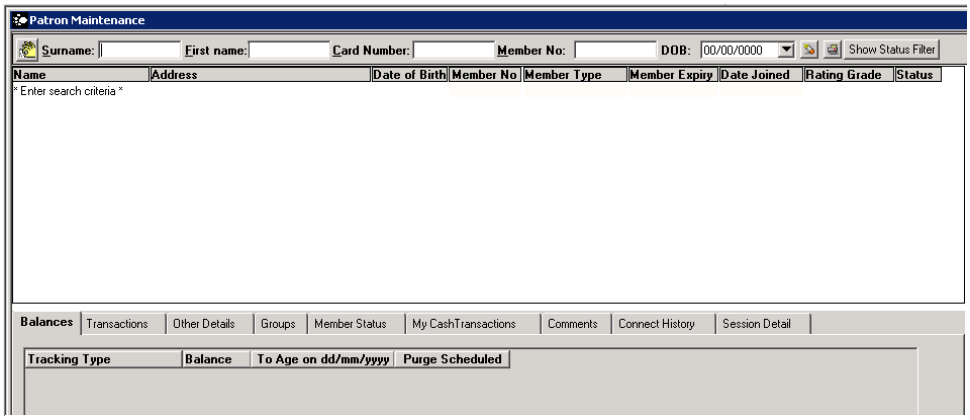
To close the Wildcat program, single click on the EXIT icon at the top right of the application toolbar or single click the X in the top right hand corner of the screen.

4 Accessing Card Accounts

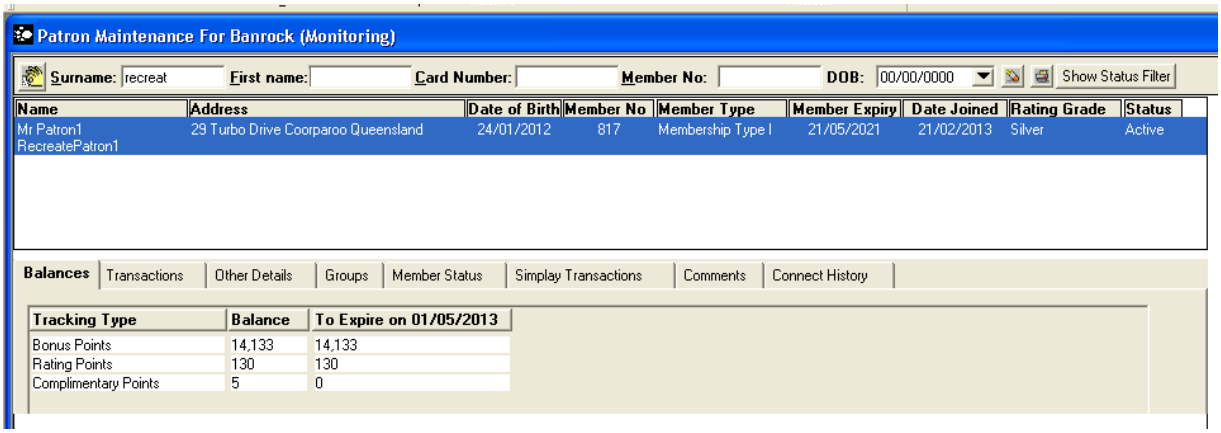
Click on the Promotions icon in the WILDCAT main toolbar to bring up the Promotions Map.

Click on the CARD ACCOUNTS icon.

The Patron Maintenance Screen will display.



When a member is found to match the criteria typed in the search fields, their details will appear as below.



When multiple members are found matching the criteria in the search fields, select the member required by clicking once with the mouse or by using the up and down arrows on the keyboard. The selected member will be highlighted in blue.

The highlighted member's details will show at the base of the screen – use the tabs to see points balance, recent transactions, membership database fields, other details (if any), MyCash information, whether they are members of any membership groups and any comments entered regarding the patron.

When you have entirely finished with the Patron Maintenance screen, click on the CLOSE button (or press F12) to close this window and return to the Promotions Map screen. Restarting or closing the Wildcat program will not affect the gaming machines or the membership database.

5 Membership

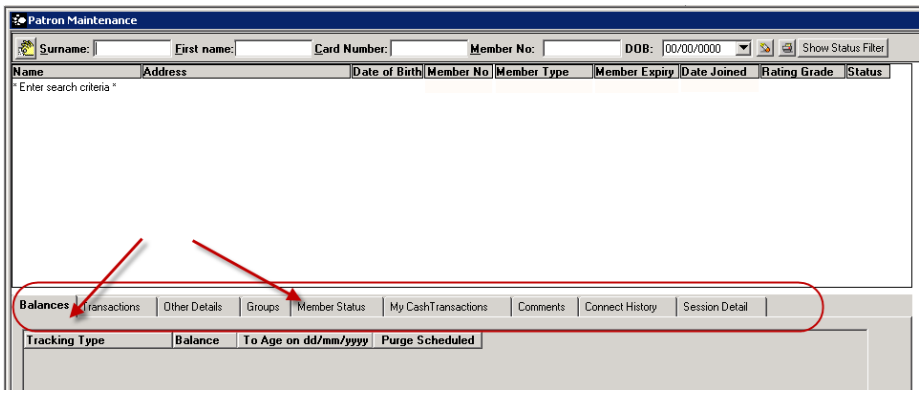
The following information is specifically regarding the membership database portion of the Wildcat Card Services System.

5.1 Patron Maintenance Window

Click on CARD ACCOUNTS to display the patron maintenance window.

This is the screen where new members are added, changed, suspended or renewed and where points are viewed, redeemed, transferred or adjusted and where new cards are printed, suspended or cancelled.

All the information at the base of the screen relates to the highlighted patron.



5.1.1 Comments Tab

This is a free text section where staff can type in any comments regarding the patron. These comments can only be viewed by looking up the member's details on a computer with Wildcat installed or by viewing the Patron Comment Report.

5.2 Adding a New Member

At the top of the screen click on NEW or press F3. If MyCash is enabled at your venue you may see this screen first:

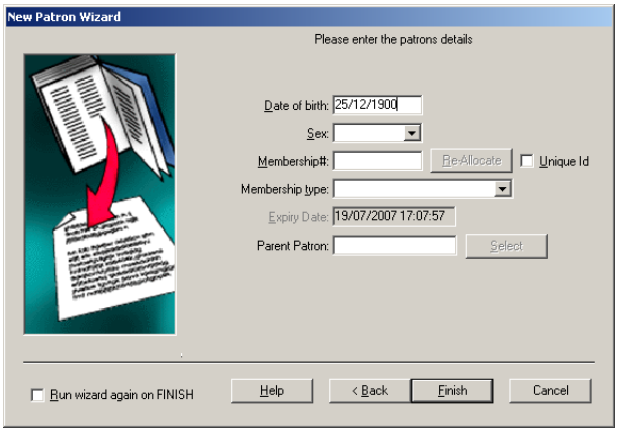
If this is a normal new member click OK (for a standard MyCash Account). The following screen will appear:

Enter the information into the corresponding fields and click NEXT to move the the next screen.

Complete each field as per the patron's application form. Click NEXT to move through each screen. Click BACK to return to the previous screen. If MyCash is enabled at your venue, then at least one phone number MUST be entered.

At the final screen, depending on the setup of your program the membership # field may already be completed. This is the 'Membership # lookup' option – where Wildcat identifies any membership numbers that aren't attached to actual members.

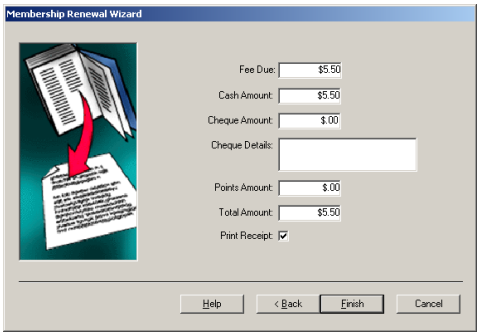
If no membership number appears and you would like this option, please contact the Maxgaming Help Desk.



If the Membership # field is blank, type in the next available member number according to your records. If only one member is allowed this membership number tick the UNIQUE ID box. This will double-check that this number is available (i.e. not attached to another member).

If required, choose a Membership Type from the drop down list.

Click FINISH. If membership receipting in enabled at your venue (usually only Clubs), you will be prompted to follow the receipting process.



The membership fee and expiry date will come from settings found in MANAGER UTILITIES/MEMBERSHP TYPES.

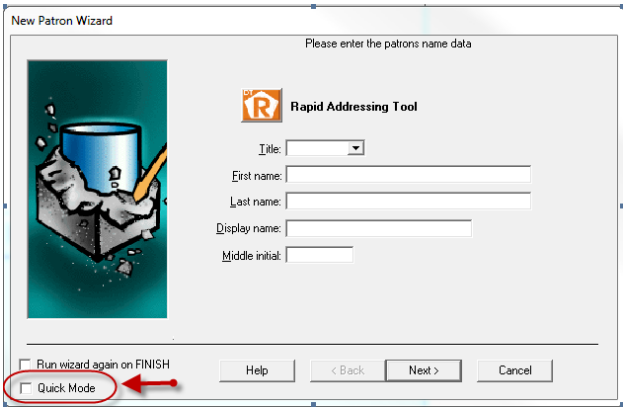
Type in the cash amount for the membership type and click FINISH.

The member will now appear in the Patron Maintenance Screen and you can now print the patron's card by pressing F7 or CARDS on the Patron Maintenance screen.

For more information on printing cards (or putting photos onto cards) refer to the section on CREATING A NEW CARD.

5.3 Optional Quick Entry Mode

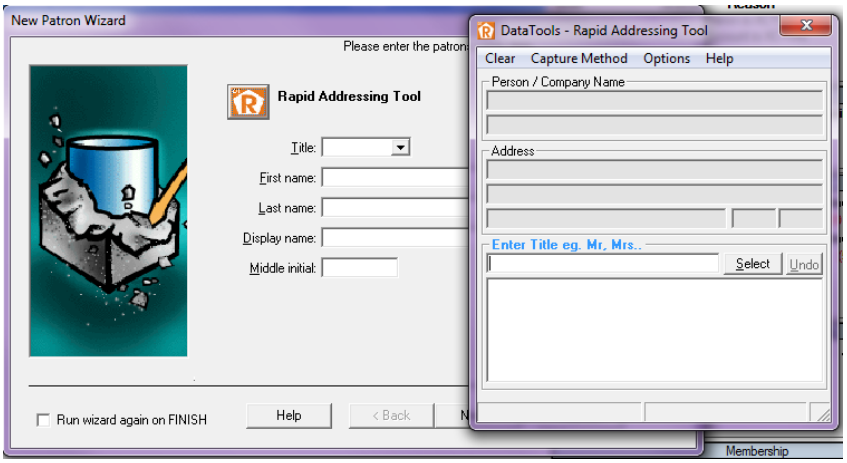
At the bottom left of the first screen is a tick box to assist in making for speedy data entry. Ticking this box means that when entering a member, only the first and last screen become compulsory. You must ensure that you come back at a later time and edit the member to input the remaining information.



5.4 Rapid Addressing Tool (RAT)

For a small fee the RAT can be enabled to speed up the data entry process at this point. In a single screen it can find postcodes and suburbs and other shortcuts to streamline the entries.

If enabled, click on the RAT icon and the DATA TOOLS ADDRESSING wizard will appear:

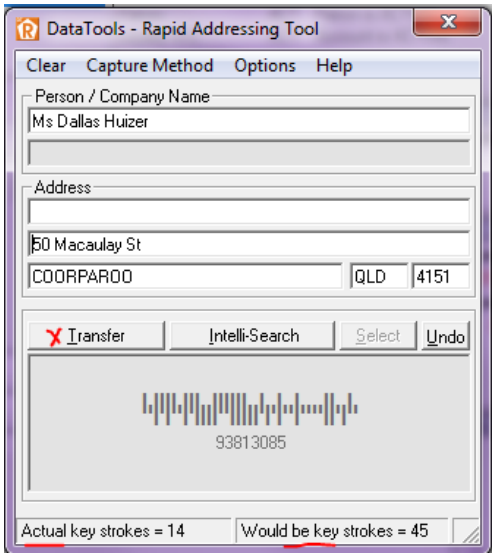


Enter in the following details as prompted. Each time details are captured they will display in the fields above.

- Title
- First Name
- Last Name
- Post Code
- Street Address
- Street Number (note: it will only display known street numbers)

Once completed, click on TRANSFER and all the data will populate into the Wildcat Wizard.

If data was incorrectly entered on one of the screens, you can click on the RAT icon and it will prompt from the screen type chosen (for example if Residential Address is wrong, click on RAT and it will only ask for the residential address details).



- Actual Key Strokes = what has actual been used
- Would be key Strokes = what would have been typed out if you didn't have RAT.

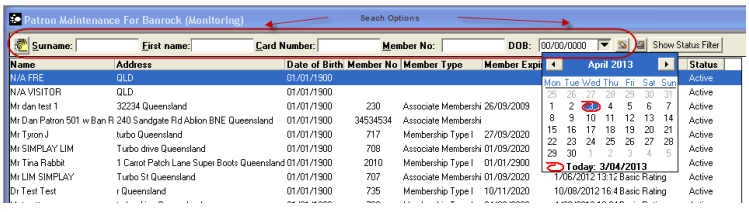
If the Rapid Addressing Tool is not enabled a click on the icon will try to connect to the internet. If no internet is available an error screen will appear. If internet is accessible this will take the user to the Data Tools website (the owner of the RAT).

5.5 Finding an Existing Member

If you wish to create a new patron, or set up a card reader or embosser, you do not need to select an existing patron name from the list.

To find an existing member's details you can one of the following:

1. Type all or part of their surname into the SURNAME field and press ENTER;
2. Type all or part of their first name into the FIRST NAME field and press ENTER;
3. Swipe their card through the card reader (if there is a reader attached); or
4. Type the patron's membership number (from the front of the patron's card) into the Member No. field and press ENTER;
5. Select a birthdate from the drop down calendar



If a common surname or first name is entered, Wildcat will return all matches. Click on the correct selection to highlight.

5.5.1 Drill Down Option

If a common surname (like Smith or Jones) is entered, Wildcat will return all matches. Type all or part of the patron's first name into the FIRST NAME field and Wildcat will filter out any names that do not match.

5.5.2 Clear Search Screen Option

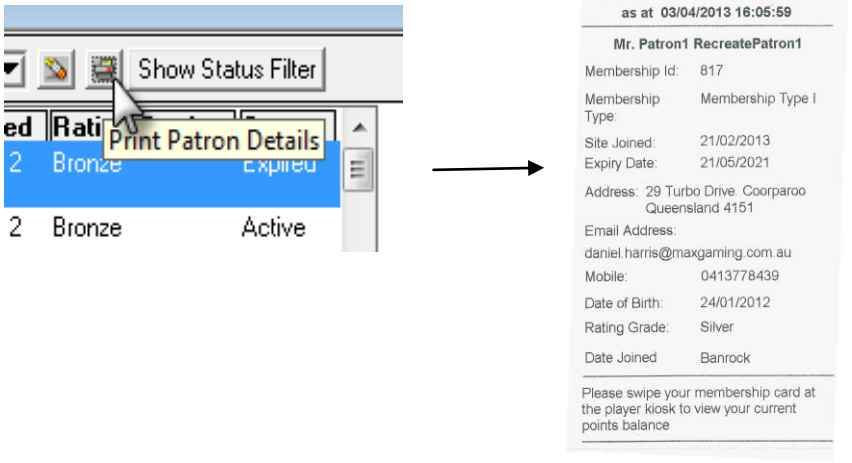
At the top right of the search screen there is a small box with a picture similar to a pencil with an eraser.

Clicking this box will clear the search screen completely to enable you to search for other patrons using different criteria.

If unsure of the button to press, you can rest your mouse pointer on the box and CLEAR SEARCH SCREEN will appear.

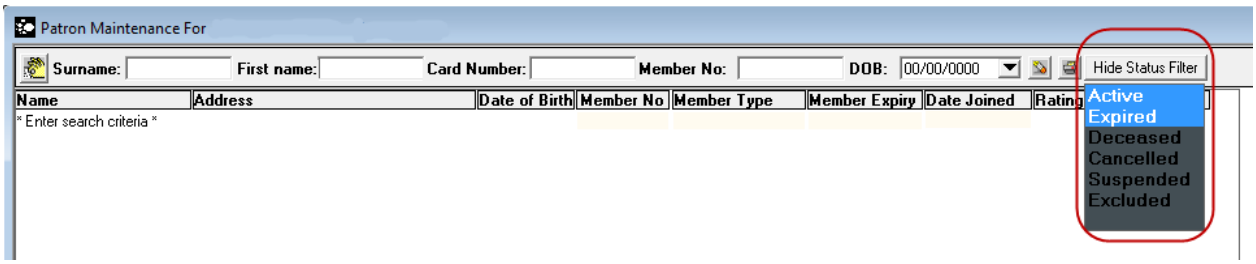
5.5.3 Print Members Details

If needed clicking the PRINT PATRON DETAILS button will print all the membership details related to the highlighted patron to the default printer.


Show Status Filter
Print Patron Details
2 Bronze Active
Banrock Tavern : Member Details
as at 03/04/2013 16:05:59
Mr. Patron1 RecreatePatron1
Membership Id: 817
Membership Type: Membership Type I
Site Joined: 21/02/2013
Expiry Date: 21/05/2021
Address: 29 Turbo Drive Coorparoo Queensland 4151
Email Address:
daniel.harris@maxgaming.com.au
Mobile: 0413778439
Date of Birth: 24/01/2012
Rating Grade: Silver
Date Joined Banrock
Please swipe your membership card at the player kiosk to view your current points balance

5.6 Patron Status Filter

The patron search wizard has the facility to display patrons depending on their status. At the far right of the screen is a HIDE STATUS BUTTON. If you are searching for a patron and they do not appear check the Status Filter to ensure all status types have been selected.



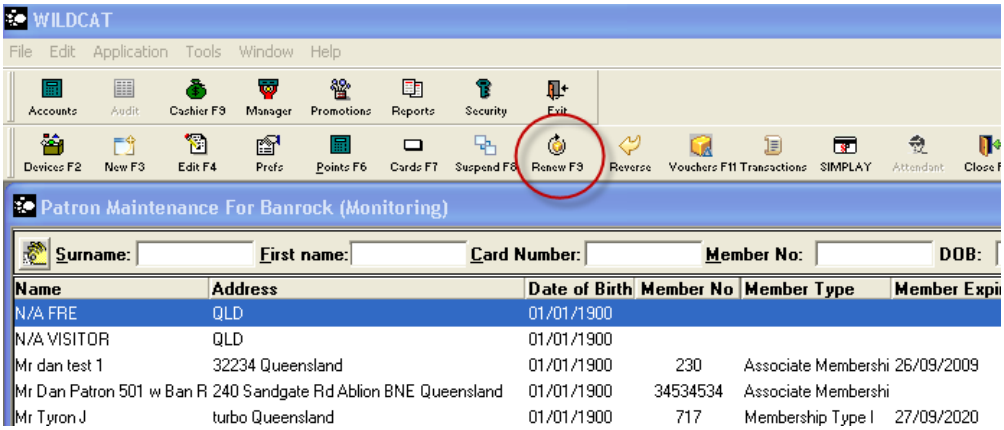
Explanation of Status Types:

ACTIVE	Member is active in database (also known as FINANCIAL)
EXPIRED	Member is NOT active in database (also known as UNFINANCIAL).
DECEASED	Patron has been marked in the database as DECEASED.
CANCELLED	Member has been cancelled.
SUSPENDED	The Member has been suspended in the database (due to incorrect details/bad behaviour/self-exclusion etc). A suspended member CAN be activated.
EXCLUDED	Patron has been excluded (for more information see Wildcat Player Exclusion documentation)

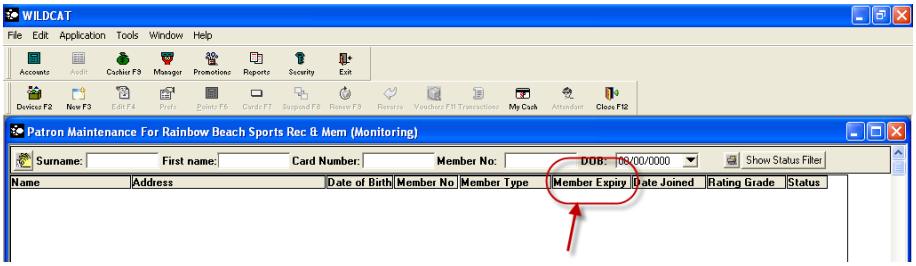
5.7 Renewing a Member

When a person becomes unfinancial (expired) they will renew their membership through the Wildcat program.

Find the member through the patron maintenance screen (type in the membership number, swipe the membership card or type in the surname). Once the record is found, the RENEW (F9) button should be enabled.

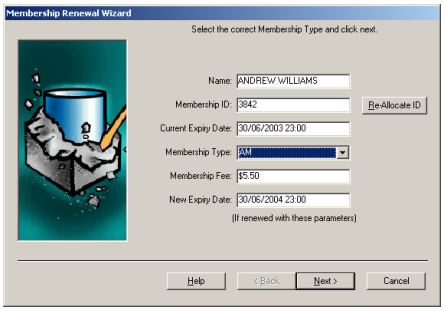

WILDCAT
File Edit Application Tools Window Help
Accounts Audit Cashier F3 Manager Promotions Reports Security Exit
Devices F2 New F3 Edit F4 Prefs Points F6 Cards F7 Suspend F8 Renew F9 Reverse Vouchers F11 Transactions SIMPLAY Attendant
Patron Maintenance For Banrock (Monitoring)
Surname: First name: Card Number: Member No: DOB:
Name Address Date of Birth Member No Member Type Member Expi
N/A FRE QLD 01/01/1900
N/A VISITOR QLD 01/01/1900
Mr dan test 1 32234 Queensland 01/01/1900 230 Associate Membershi 26/09/2009
Mr Dan Patron 501 w Ban R 240 Sandgate Rd Ablion BNE Queensland 01/01/1900 34534534 Associate Membershi
Mr Tyron J turbo Queensland 01/01/1900 717 Membership Type I 27/09/2020

If the button is greyed out the patron's expiry date is the same as the Membership Type's current expiry date – which would indicate the patron is already financial. Check the Member Expiry column in the patron's details.

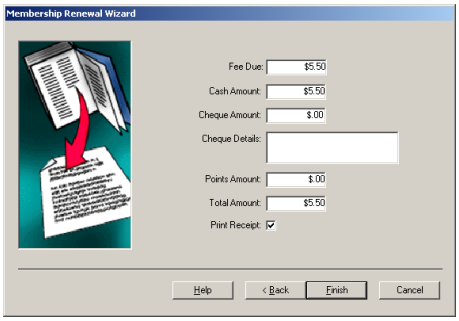

WILDCAT
File Edit Application Tools Window Help
Patron Maintenance For Rainbow Beach Sports Rec & Mem (Monitoring)
Surname: First name: Card Number: Member No: DOB: 00/00/0000 Show Status Filter
Name Address Date of Birth Member No Member Type Member Expiry Date Joined Rating Grade Status

The membership type details (including expiry date and membership fees) are set in the Membership Types found in Manager Utiltiies – please refer to the Manager Utilities manual for more information.

Clicking on this button will display the Membership Renewal Wizard.



In this screen, check that all details are correct (you can change the Membership Type if required) and click on NEXT to move to the last screen of the wizard.



Enter the type of payment and amount and click on FINISH.

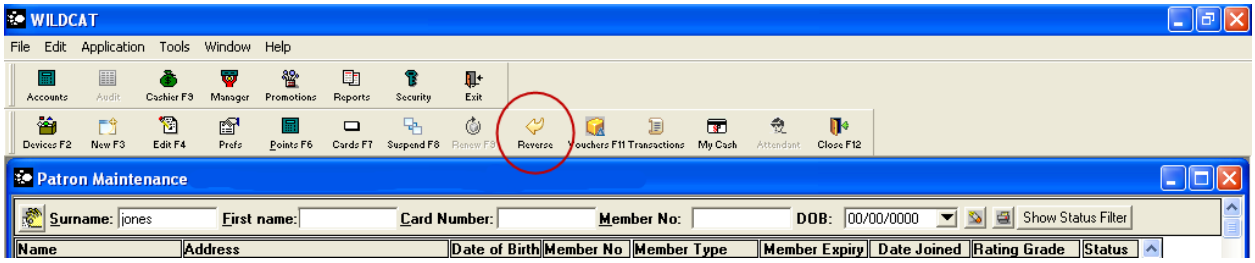
If PRINT RECEIPT is ticked, a receipt will automatically print when FINISH is pressed.

Completing this transaction will renew the member. If a new card is required follow normal procedures for new cards.

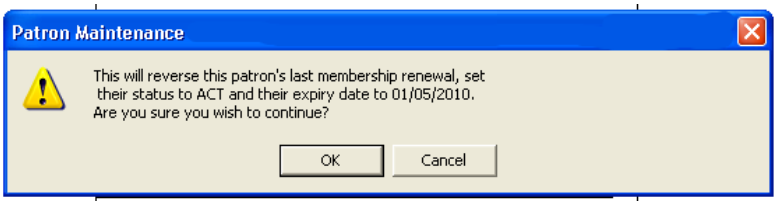
Printing Receipts
If a receipt is required, click on the PRINT RECEIPT box. If a receipt is not required take the tick out. The system will remember your selection for future renewals. The member is still renewed regardless of a receipt being printed.

5.8 Reversing Renewals

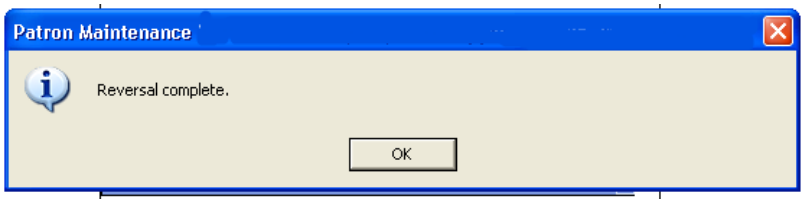
If a patron has mistakenly been renewed, clicking on the reversal button will 'undo' the renewal process.


WILDCAT
File Edit Application Tools Window Help
Accounts Audit Cashier F9 Manager Promotions Reports Security Exit
Devices F2 New F3 Edit F4 Prefs Points F6 Cards F7 Suspend F8 Renew F9 Reverse Vouchers F11 Transactions My Cash Attendant Close F12
Patron Maintenance
Surname: jones First name: Card Number: Member No: DOB: 00/00/0000 Show Status Filter
Name Address Date of Birth Member No Member Type Member Expiry Date Joined Rating Grade Status

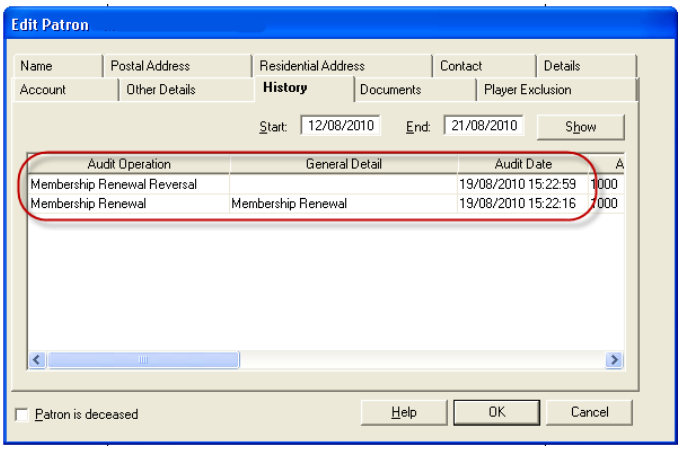
The following prompt will appear:


Patron Maintenance
This will reverse this patron's last membership renewal, set their status to ACT and their expiry date to 01/05/2010.
Are you sure you wish to continue?
OK
Cancel

Click OK and the renewal will be reversed.



The receipting reports found in Wildcat will not show any record of this reversal. The patron's history however will show the changes for future reference (edit patron, click History tab):


Edit Patron
Name Postal Address Residential Address Contact Details
Account Other Details History Documents Player Exclusion
Start: 12/08/2010 End: 21/08/2010 Show
Audit Operation General Detail Audit Date
Membership Renewal Reversal 19/08/2010 15:22:59
Membership Renewal Membership Renewal 19/08/2010 15:22:16
Patron is deceased Help OK Cancel

5.9 Changing Patron Details

The Edit Patron button is used to edit the details of an existing patron.

Open the Patron Maintenance window by clicking on Card Accounts.

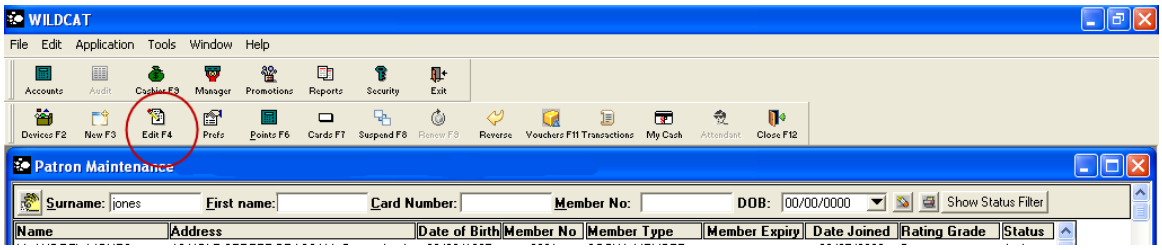
Find the patron's details by doing one of the following:

1. Type all or part of their surname into the SURNAME field and press ENTER;
2. Type all or part of their first name into the FIRST NAME field and press ENTER;
3. Swipe their card through the card reader (if there is a reader attached); or
4. Type the patron's membership number (from the patron's card) into the Member No. field and press ENTER.

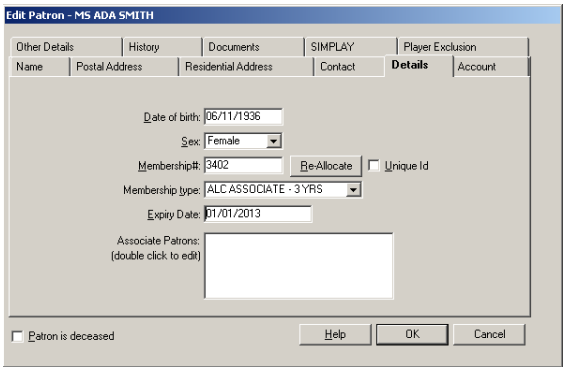
Select the patron from the list clicking once with the mouse.

To open their details and enable changes you can do one of the following:

- click on the Edit Patron icon at the top of the screen;
- press F4; or
- double click the patron's detail to open the details for editing.


WILDCAT
File Edit Application Tools Window Help
Accounts Audit Cashier F3 Manager Promotions Reports Security Exit
Devices F2 New F3 Edit F4 Prefs Points F6 Cards F7 Suspend F8 Renew F9 Reverse Vouchers F11 Transactions My Cash Attendant Close F12
Patron Maintenance
Surname: jones First name: Card Number: Member No: DOB: 00/00/0000 Show Status Filter
Name Address Date of Birth Member No Member Type Member Expiry Date Joined Rating Grade Status

Edit any data fields as required. Move along the tabs (click on the tabs to select) to edit further details.


Edit Patron - MS ADA SMITH
Other Details History Documents SIMPLAY Player Exclusion
Name Postal Address Residential Address Contact Details Account
Date of birth: 06/11/1936
Sex: Female
Membership#: 3402 Re-Allocate Unique Id
Membership type: ALC ASSOCIATE - 3 YRS
Expiry Date: 01/01/2013
Associate Patrons: (double click to edit)
Patron is deceased
Help OK Cancel

Click the OK button to save the details. The Patron Maintenance screen will show the changed details.

Click the CLOSE button (or press F12 or Esc) to close the Patron Maintenance screen.

5.10 Cancelling a Patron

There is no function in Wildcat to allow you to cancel a patron. If you wish to have membership details cleared from the data base, suspend the patron (see Suspending a Patron below) and contact Maxgaming Help Desk to have them removed from the database.

Note that when a patron is cancelled the membership number will be put back in to the available numbers for allocation to new members.

5.11 Suspending a Patron

Patron suspension is a manual process and will change the status of the patron to SUSPENDED. Any active card records belonging to the patron will also be suspended.

Select the patron in the Patron Maintenance window as per normal search processes. Please Note: the patron status must be active for them to be suspended.

Click on the Suspension button (or press F8). At the prompt, enter reason for Patron Suspension.

The reason for the Suspension can be seen in the Promotions Audit Report found in Promotions Reports.

Click on the OK button to suspend the patron's account or click on the Cancel button to cancel the transaction.

The status of the patron is updated and displayed on the Patron Maintenance screen.

Click on the Close button or press F12 or Esc.

5.12 Activating a Patron

To reactivate a patron that was previously suspended select the patron in the Patron Maintenance window (the patron has to be suspended to be able to be re-activated).

Click on the Activate button (or press F8). Enter reason for Patron Activation in the pop-up window. The reason for the Suspension can be seen in the Promotions Audit Report found in Promotions Reports.

Click on the OK button window to activate the patron's account or click on the Cancel button to cancel the transaction.

The status of the patron is updated and displayed on the Patron Maintenance screen.

NOTE: All cards attached to this patron were suspended when the patron was suspended. You will need to re-activate the patron’s card after re-activating the patron. Please see ACTIVATING A SUSPENDED CARD on page 24 for more information.

Click on the Close button or press F12.

6 Patron Details

The Patron Details function can be used for setting up personalised details for patrons that are required to be kept by the venue, but don't appear as default fields in the New Patron Wizard. This function is useful for storing such information as a spouse/regiment/other club affiliations/locker numbers etc.

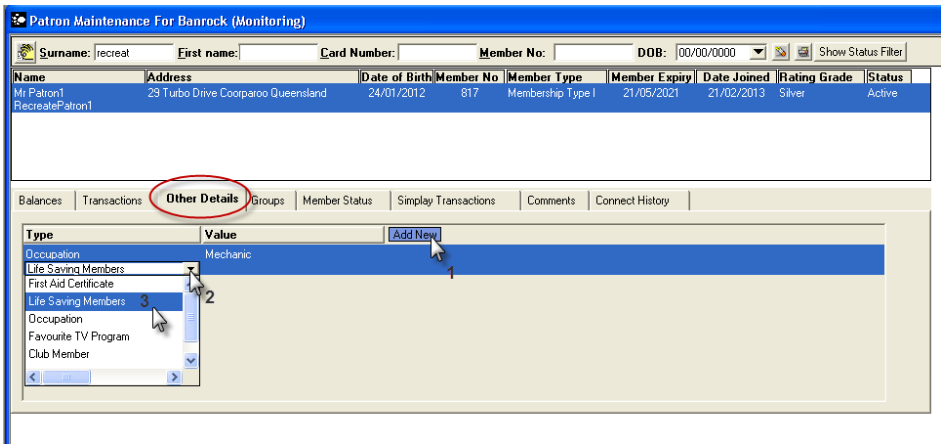
Personalised details that have been set up in this section can be selected and viewed when editing a patron in the Card Accounts section.

6.1 Adding a New Detail Type

This is done using the Manager Utilities portion of the program. For more information please refer to the Manager Utilities Manual.

6.2 Adding a Detail to a Patron

In the patron maintainance window find the patron as per normal search process. At the base of the screen click on the OTHER DETAILS tab:



Click on ADD NEW to add a new detail and in the drop down box you will find the Detail Type created via Manager Utilities previously. Choose the detail required and then click in the VALUE field. This is a free text field. Type in the required information.

There is no need to save any changes. This option will hold the value until changed by the user.

6.2.1 Editing a Patron Detail Type

- Follow the steps to find the Other Details screen in the Patron Maintenance Window.
- Highlight the value and press the DELETE button on the keyboard. Type in the new value.

6.2.2 Deleting a Patron Detail Type

- Follow the steps to find the Other Details screen in the Patron Maintenance Window.
- Highlight the value and press the DELETE button on the keyboard. The value field will be blank from this stage onwards.

The Patron by Extra Details and Patron Mailing report will print the selected details.

7 Patron Cards

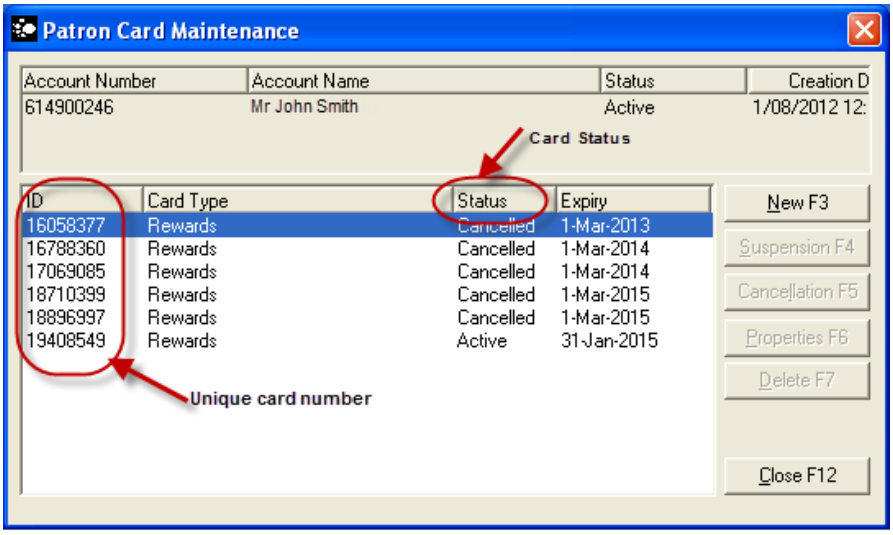
Patron's cards can be maintained via the Player Card Maintenance screen. You can create a new card, print a member's name on the card (if you have a Card Printer attached to your Management PC) or you can put in a request to have a new patron card created. You can also suspend or cancel active cards, and activate suspended cards.

Please note that Wildcat refers to a card printer as a CARD EMBOSSER.

7.1 Identify Existing Cards

Each time a card is printed for a member a unique number is given to the card. This number is used to find a patron when the card is swiped (using the card reader attached to the Wildcat computer). This can also help immensely when trying to find out why a card is not working in loyalty units or across the POS system.

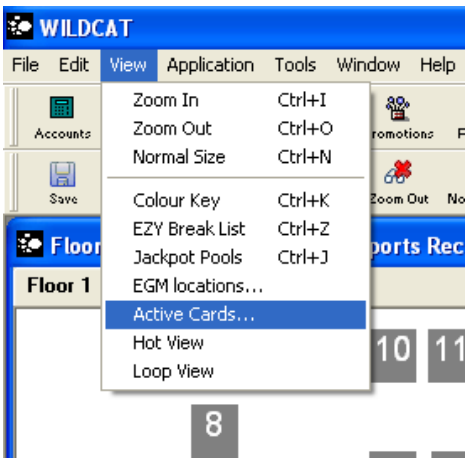
Find the patron as per normal search processes. Click on the Cards button or press F7. The example below shows that this member (since becoming a member) has had 6 cards printed in their name.



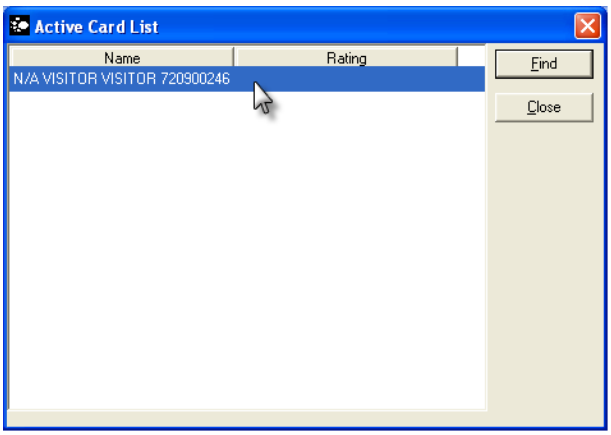
This screen can also be used for when venues charge for patron's losing numerous cards.

7.2 Finding a Card in a Gaming Machine

If a patron left their card in a gaming machine Wildcat has the facility to search the machines looking for the card. In MANANGER/FLOOR VIEW click on EDIT/ACTIVE CARDS.



This will list all cards currently found in the gaming machines.



Double click on the patron's name and the system will locate where the card is and make the machine flash in the Floor View.

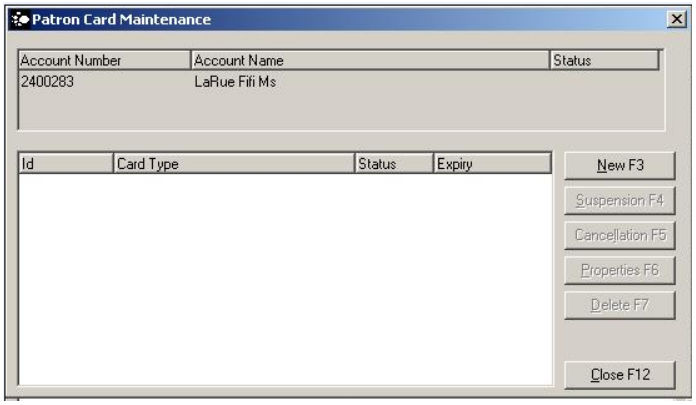
7.3 Printing a New Card (Card Printers)

The following is information for venues who have purchased a card printer. For the setup of the card printer in Wildcat please refer to the section Installing A Card Printer on page 34.

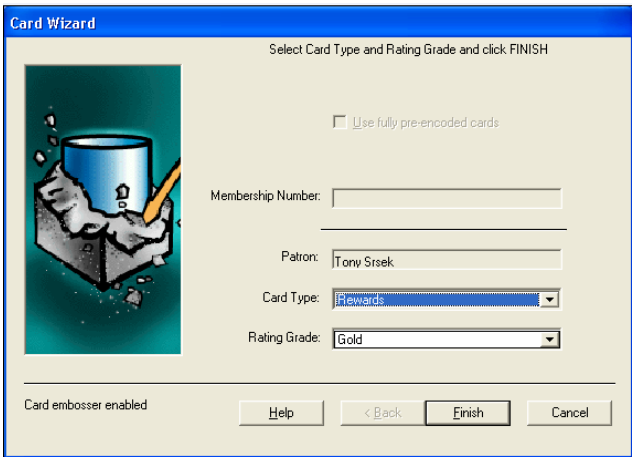
To create a new card, select a patron on the Patron Maintenance screen.

Find the patron as per normal search processes. Click on the Cards button or press F7.

Click on New or press F3.



The New Card Wizard will appear with the patron's details.



Click FINISH. The printer will initialise (connect) and you will be prompted to place a blank card in the printer.

Insert a card into the printer with the magnetic strip facing downwards. If the card is inserted the wrong way round, or is damaged or dirty, you will be prompted to re-insert it.

Click OK. A card will be encoded with the patron's account number and their details will print on the front of the card.

You will be prompted to confirm that the card was printed correctly. Click the YES button to confirm or NO to repeat the printing procedure. The card WILL NOT work in any card units or in POS until you click YES.

If you select YES, the card details are added to the database and the details are displayed in the Card Maintenance window.

7.3.1 Reprinting a Lost/Damaged Card

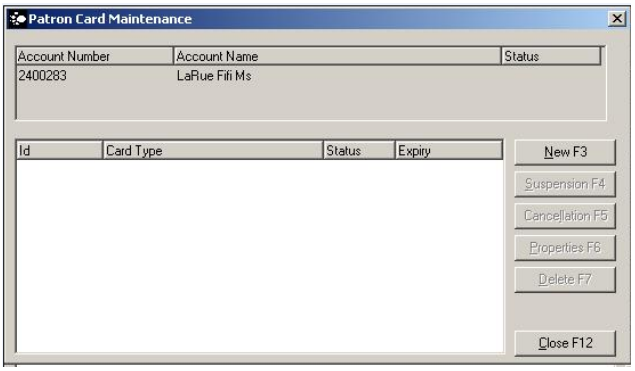
The process for reprinting patron cards is identical to the new card process. It is recommended to suspend or cancel any active card records found in the card record screen before printing the new card. If MyCash is enabled at the venue, reprinting a card will automatically CANCEL any other cards printed previously.

7.4 Batch Print

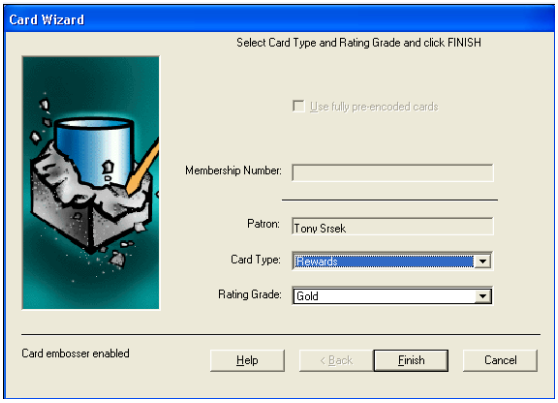
This process will request a card to be printed at a later time or date. This function can be used on a computer running Wildcat but not connected to the card printer. If the only Wildcat computer is connected to the card printer then the printer must be turned off or disconnected for this process to function.

Find the patron as per normal search processes. Click on the Cards button or press F7.

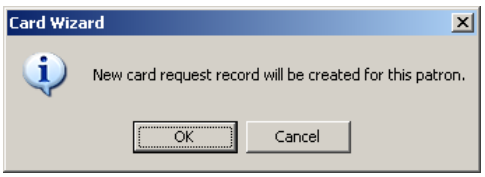
Click on New or press F3.



The New Card Wizard will appear with the patron's details.



Click FINISH. As no printer is attached the system will save a card record to be printed later.



Repeat this process for all new or replacement cards. Once this is done you can now complete the Batch Print Process.

7.4.1 Completing a Batch Print

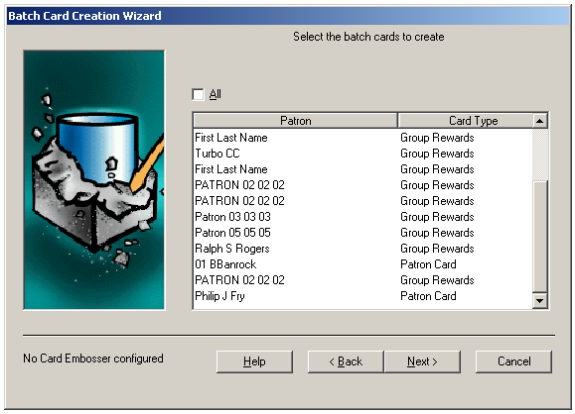
You can now move to the computer connected to the card printer (or connect/power on the card printer).

Click on MANAGER UTILITIES.

At the Manager Utilities Map, click CARDS (at the top left corner of the screen):

At the Cards Map, click on BATCH CARD CREATOR:

Click NEXT to view the cards to be printed. Cards will be printed in the order they were requested.:


Batch Card Creation Wizard
Select the batch cards to create
All
Patron
Card Type
First Last Name Group Rewards
Turbo CC Group Rewards
First Last Name Group Rewards
PATRON 02 02 02 Group Rewards
PATRON 02 02 02 Group Rewards
Patron 03 03 03 Group Rewards
Patron 05 05 05 Group Rewards
Ralph S Rogers Group Rewards
01 BBanrock Patron Card
PATRON 02 02 02 Group Rewards
Philip J Fry Patron Card
No Card Embosser configured
Help
< Back
Next >
Cancel

Click NEXT. If a card printer is connected to this computer the default setting will be EMBOSS CARDS. Click FINISH and the printer will begin to print this batch of cards. Please note that all other areas of Wildcat cannot be used whilst completing a batch card print.

It is possible for cards to be rejected during this process – please monitor the card print process for this reason.

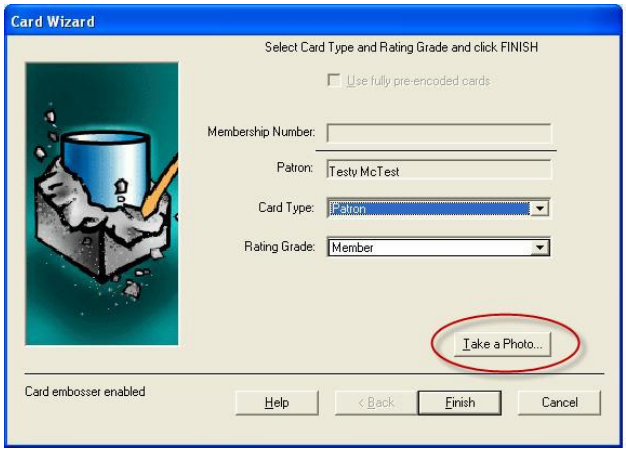
Once all cards are printed, click OK.

7.5 Printing a Card with Patron Photo

This process is for venues using the Photo On Card technology available through Maxgaming. There is a considerable set up process that needs to be configured for this function. Please refer to the section regarding PHOTO ON CARD in the Manager Utilities manual.

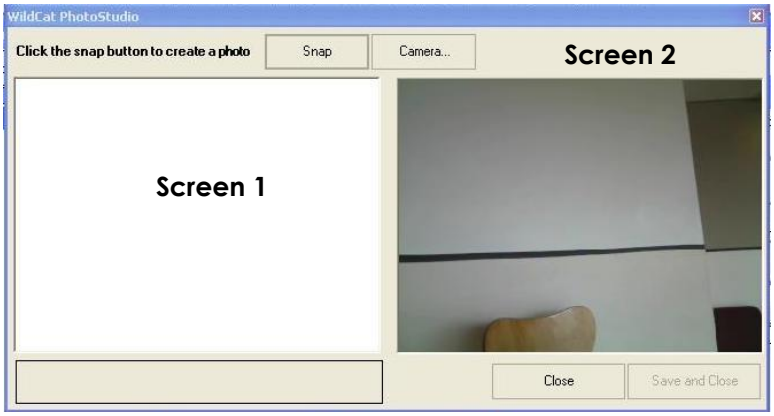
To create a new card, select the patron from the Patron Maintenance screen, as per usual procedures.

Click CARDS or press F7, then click on NEW or press F3. The New Card Wizard will appear:



Click TAKE A PHOTO. This will enable the camera and the Wildcat PhotoStudio imaging screen will appear.

The imaging screen is split into two separate views. Screen 1 will display the captured image. Screen 2 will display the camera view in real time.

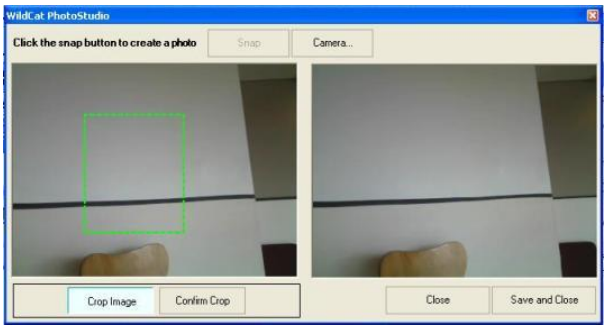


Ask the patron to stand where the photo will be taken. The camera may track and centre on the patron's face (or direct the camera yourself). When you are happy with the position, click SNAP and the image will be captured. If you are not happy with the result, click SNAP to take another photo.

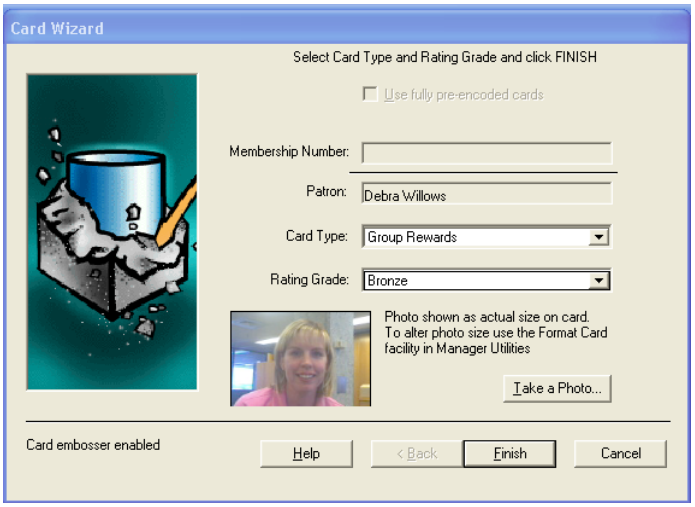
Once you are happy with the photo, it now has to be cropped to fit the membership card.

Clip CROP IMAGE and Screen One will show a green box. This box is sized and set to crop the photo to fit the card – it is sized from FORMAT CARD. Do not enlarge the box in this screen (by pulling the edges). If the photo on the card is too small or too big, adjust the crop box through FORMAT CARD.

Move the box over the patron photo and centre the head shot.



Click CONFIRM CROP. The photo will be cropped and the screen will return back to the split-screen Wildcat PhotoStudio. Click SAVE AND CLOSE. This will return you back to the Card Wizard.



Click FINISH. Insert a card into the printer with the black strip facing down and the card picture facing towards you. If the card is inserted the wrong way round, or is damaged or dirty, you will be prompted to re-insert it or a replacement card. Click OK.

A correctly inserted card will be printed with the patron's image and details. This may take up to 20 seconds to complete (as the card will pass the printer head up to 5 times to complete the process). Once the printer has finished with the card it will be ejected from the printer.

You will be prompted to confirm that the card was printed correctly. Click the YES button to confirm, or NO to repeat the printing procedures.

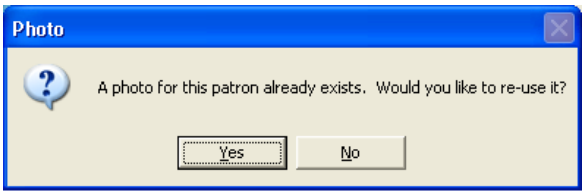
If you select YES, the card details are added to the database and the details are displayed in the Card Maintenance window.

7.5.1 Replacing a Lost Card

If a patron loses a card or the card is damaged, find the patron in the Patron Maintenance screen and click on CARDS.

Click on NEW or F3 and complete the fields as per usual.

When you click on TAKE PHOTO the following prompt will appear:



If you click YES, you will proceed to the card printing stage.

If you click NO, you will proceed to the TAKE PHOTO split-screen and you will be able to replace the old photo with a new one.

7.5.2 Storing Captured Images

All photos taken are stored on the hard drive of the computer; as such they are NOT included in the back up of data processed at Maxgaming Head Office. Wildcat will store all captured images at the following locations (please check for correct operating system):

Windows XP: C:\Documents and Settings\All Users\Application Data
Windows 7 C:\Program Data

The file format will be xxxxxxxxx.bmp (the **x** standing for the Patron ID). If the photos cannot be seen check the View settings on the computer to ensure that hidden files are shown.

Each photo will be approximately 300 - 350kb in size.

It is recommended that these photos are copied to another location (e.g. burnt to CD) on a regular basis (in case of computer malfunction).

If you are unsure how to do this please contact your computer administrator.

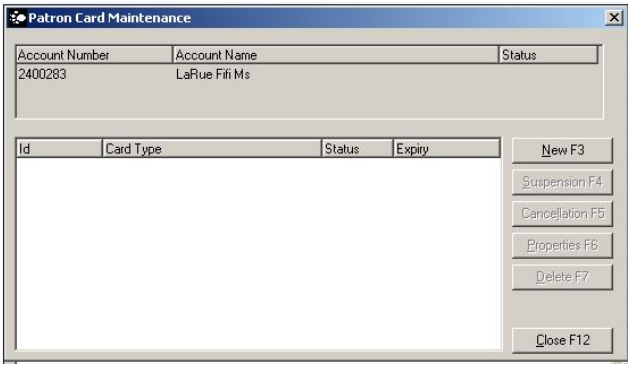
7.6 Creating a New Card Using the Card Swipe (Pre-Encoded Cards)

The following information is for venues who DO NOT have a card printer but have PRE-ENCODED Cards.

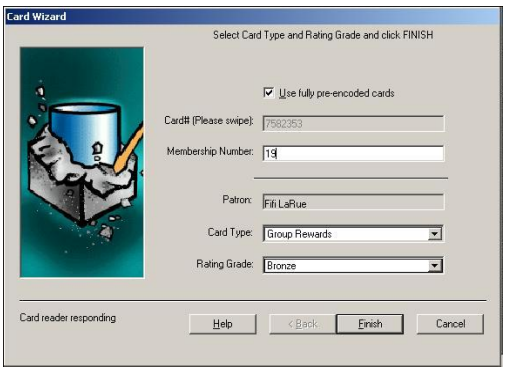
To create a new card, select a patron on the Patron Maintenance screen.

Find the patron as per normal search processes. Click on the Cards button or press F7.

Click on New or press F3.



The New Card Wizard will appear with the patron's details. Ensure a tick is placed in the USE FULLY PRE-ENCODED CARDS box.



Swipe the next available card through the card swipe attached to the computer. This will read the encoded number on the black strip of the card. Type in the membership number that is printed on the front of the card.

Click FINISH.

7.6.1 Replacing a Lost/Damaged Card

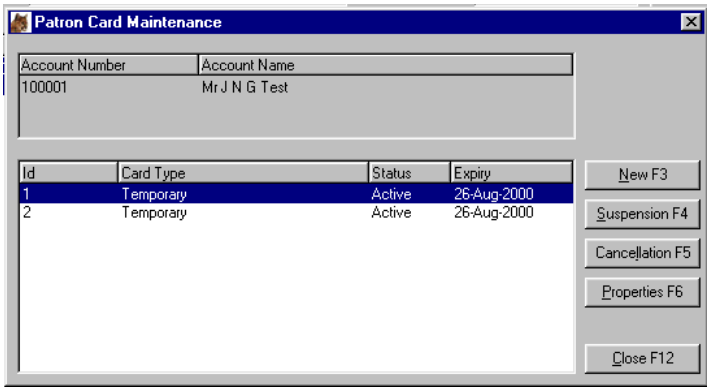
The process for replacing patron cards is identical to the creating a new card process. When this process is used for Membership Cards a patron will receive a NEW MEMBERSHIP NUMBER each time a card is replaced. This will not affect any of their records or points balances as Wildcat uses an 'account number' as an identifier, not the membership number.

When the patron is assigned a new membership number, the previous card will become invalid (as it is no longer aligned with a membership record).

7.7 Suspending a Card

Suspending a patron's card stops the card working in any card reader units, kiosks and Point of Sale terminals. It may be necessary to suspend a card if they have lost the previous card or if the patron has had card privileges revoked due to behaviour or attitude within the venue or if the patron is a staff member (and they can't earn points).

To suspend an active card, find and select the patron on the Patron Maintenance screen, then click on the Cards button or press F7.



Select the active card from the list.

Depending on the current status of the card you select, the buttons to the right of the dialog box will differ (e.g. a currently active card cannot be activated, so there is a Suspension button instead).

Click on the SUSPENSION button or press F4.

Enter a reason for the card suspension in the pop-up window. The reason for the suspension can be seen in the Promotions Audit Report found in Promotions Reports.

Click on the OK button to suspend the card or click on the CANCEL button to cancel this process. The status of the card is updated and displayed on the Player Card Maintenance screen.

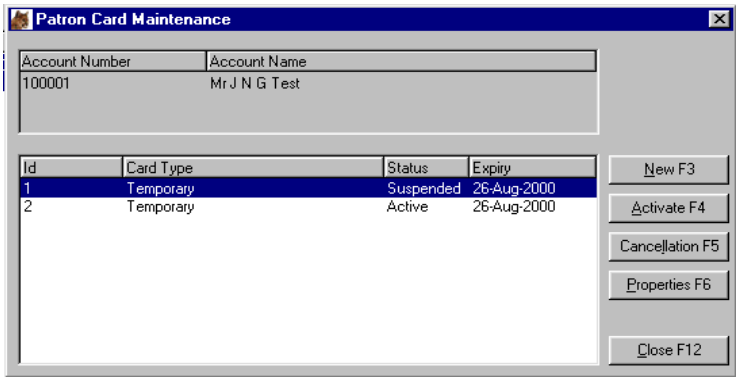
Click on the CLOSE button or press F12 or Esc.

When inserted, a suspended card will display INVALID CARD on a card unit. A kiosk will display PATRON CARD IS NOT VALID. As the card will no longer be validated once inserted into a card reader on an EGM or in the Kiosk, it will therefore not accumulate points.

7.8 Activating a Suspended Card

Activating a suspended card will enable the card to be used in the card reader units and the Kiosk. The patron will now be able to earn loyalty points using the activated card.

To activate a suspended card select the patron on the Patron Maintenance screen, then click on the Cards button or press F7.



Select a card from the list (depending on the current status of the card you select, the buttons to the right of the dialog box will differ, e.g. a currently suspended card cannot be suspended, so there is an ACTIVATE button instead).

Click on the ACTIVATE button or press F4. Enter a reason for card activation in the pop-up window. The reason for the Suspension can be seen in the Promotions Audit Report found in Promotions Reports.

Click on the OK button to activate the card or click on the CANCEL button to cancel this process.

The status of the card is updated and displayed on the Player Card Maintenance screen.

Click on the Close button or press F12 or Esc.

7.9 Cancelling a Card

Please Note: A cancelled card CANNOT BE RE-ACTIVATED or RETRIEVED. When MyCash is activated at a venue all but the most recently printed card will be CANCELLED. Any cards printed after MyCash Activation will cancel any previous active cards.

To cancel a card, find and select the patron on the Patron Maintenance screen, then click on the Cards button or press F7.

Select the card to be cancelled from the list. Click on the Cancellation button or press F5.

Enter a reason for Card Cancellation in the pop-up Window and click on the OK button to cancel the card. The status of the card is updated and displayed on the Player Card Maintenance screen.

8 Patron Preferences

A feature of the Card Services System is the facility to record any patron's preferences, such as their favourite drink, food, sport, music etc. This information can assist your site in catering to the needs of your members and assist in marketing to specific customer bases.

The list of preferences from which the patron chooses must be set up prior to accessing this section. Setting up default preferences is done in Manager Utilities/Patron Preferences. See the Manager Utilities manual for instructions.

The Patron Preferences section is used for selecting the preferences a patron has and can be viewed and edited at any time.

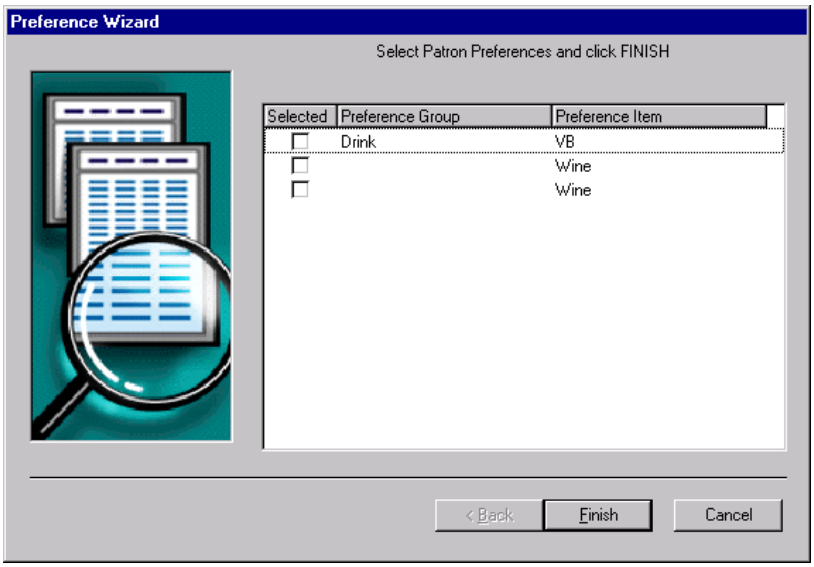
8.1 Selecting Patron Preferences

To assign Patron Preference, open the Patron Maintenance window and find an existing patron using one of the following steps:

1. Type all or part of their surname into the SURNAME field and press ENTER;
2. Type all or part of their first name into the FIRST NAME field and press ENTER;
3. swipe their card through the card reader (if there is a reader attached); or
4. Type the patron's membership number (from the patron's card) into the Member No. field and press ENTER.

Select the patron from the list. Click on the Preferences button (or press F5).

The patron preference window will appear.



Place a tick in the required check boxes to reflect the patron's preferences.

Click the Finish button when done.

9 Points

Points are earned by the patron when playing poker machines, purchasing food or drink or they may be won during a promotion. Points are then used to purchase items for 'sale' from the club.

For an explanation of the points set up, see the Points section in Manager Utilities Manual.

Please note: Point activities are only possible on an active player card.

The types of points, referred to as Tracking Types, are as follows:

Bonus Points	Usually redeemed for money, beverages or other items. These points can be shown on the card reader display for the Patron's information.
Rating Points	Used for calculating a patron's rating, to assist when sorting reports. For instance a regular patron may earn a higher rating and be rewarded because of the higher rating.
Complimentary Points	Similar to Bonus but usually redeemed by site management when giving away complimentary items such as dinners etc. Complimentary points are not visible to patrons.

9.1 Points Transactions

In general, when points transactions are carried out, some may take a minimal time to complete.

Whilst processing, a pop-up similar to the following will appear:

This pop-up should disappear within a few seconds when the transaction completes. You can cancel the transaction by clicking on the CANCEL button.

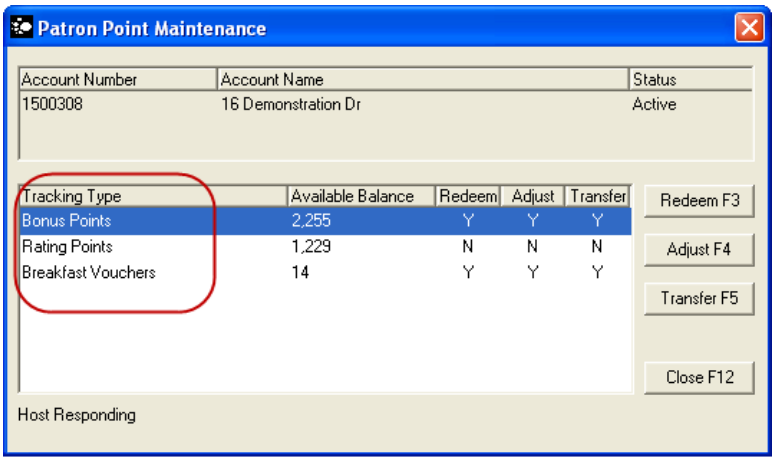
If for some reason the Card Services system is not responding, this pop-up will remain on screen.

Click on the CANCEL button to terminate the transaction. The transaction will be cancelled, and the database will not be updated. If this problem persists, contact the Maxgaming Helpdesk on 1800 700 116.

9.2 Redeeming Points

Where possible, encourage patrons to redeem points from the kiosk. If a kiosk is not installed or is broken, points redemptions can be performed via the Wildcat Management PC.

To redeem points a patron has accumulated open the Patron Maintenance window. Find the patron as per normal search processes. Click on the Points button (or press F6).



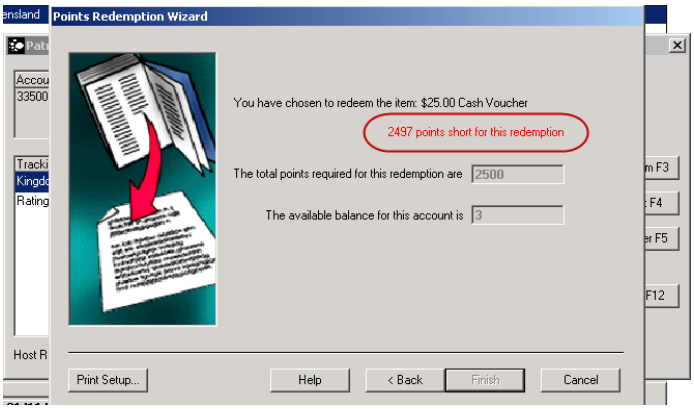
In the Player Point Maintenance window, select the type of points to redeem, normally Bonus Points (unless a different name has been given i.e. Star Rewards etc). If redemption is not allowed, the Redeem button will be greyed out. If there is no balance, only Adjust will be available.

Click on the Redeem button (or press F3).

Select an item from the list of available items shown in the next screen (these will have been entered via Manager Utilities/Redemption Items).

Select the number of items from the QUANTITY TO REDEEM box. Click NEXT.

If there are not enough points available for the redemption, you will get an error message displaying the shortfall (in RED).


Points Redemption Wizard
You have chosen to redeem the item: $25.00 Cash Voucher
2497 points short for this redemption
The total points required for this redemption are 2500
The available balance for this account is 3
Print Setup...
Help
< Back
Finish
Cancel

If this is the case, click on the BACK button to change the item or the number of items if more than one or click CANCEL to cancel the redemption.

If the redemption is valid, you can print the voucher the patron will need to redeem the item.

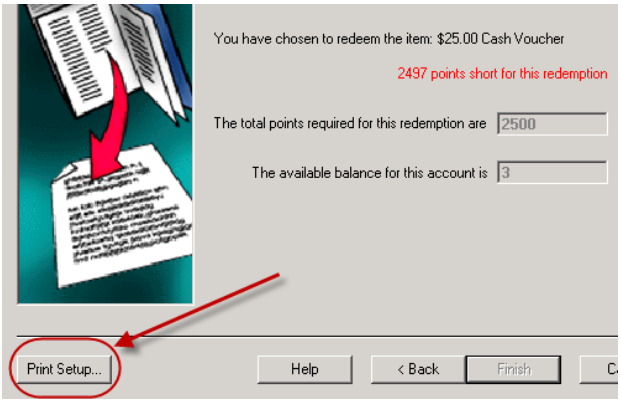
Click the FINISH button and once the transaction has processed click YES in the confirmation pop-up.

The item's value in points will be deducted from the patron's available points and a voucher is printed for the patron on the default (or selected printer found in PRINT SETUP). The patron can present this voucher in order to claim the item. Their balance is updated and you are returned to the Patron Maintenance window.

Click on the Close button or press F12 or Esc to exit.

9.2.1 Redeeming Points Receipt Printer

When the transaction has been accepted the system will force a receipt as evidence. Unless specifically set this receipt will be sent to the default windows printer. If it is to go to a different printer this can be set in the redeem points screen:


You have chosen to redeem the item: $25.00 Cash Voucher
2497 points short for this redemption
The total points required for this redemption are 2500
The available balance for this account is 3
Print Setup...
Help
< Back
Finish

Clicking this option will list all printers attached to this computer. Select the receipt printer click OK and you will be returned to the redeeming point screen.

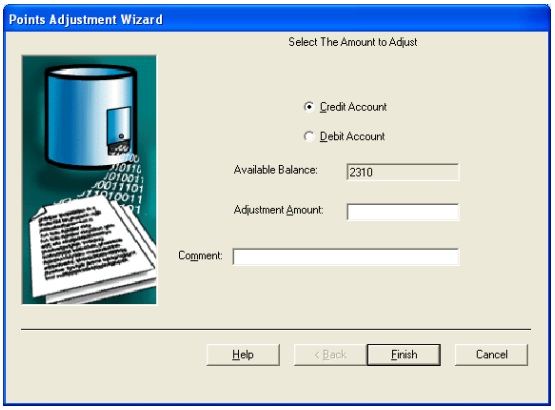
9.3 Adjusting Points

Please note that permission to adjust points is set via the Security section of Wildcat. If the user logged onto Wildcat doesn't have access to adjust points, the ADJUST option will be greyed out. A different user with Adjust priviledges will need to log onto Wildcat.

To adjust points open the Patron Maintenance window. Find the patrons as per normal search processes. If a list of patron's matching the search criteria appear, select the correct patron from the list.

Click on the Points button (or press F6). In the Player Point Maintenance window, select the type of points to adjust (the Tracking Type).

Click on the Adjust button (or press F4). If adjustments are not allowed, the Adjust button will be greyed out.



Click on the Credit Account (ADD POINTS) or Debit Account (REMOVE POINTS) button as required.

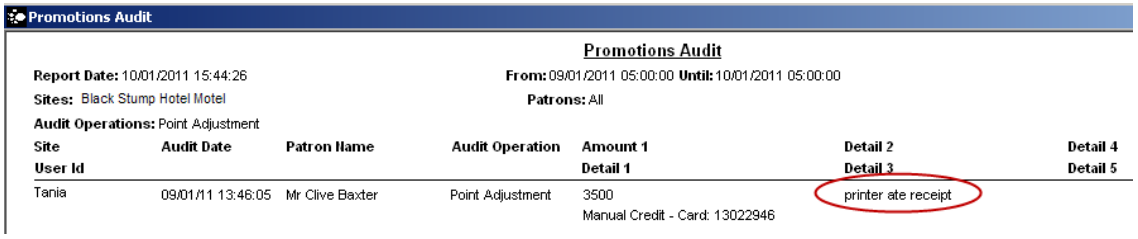
In the Adjustment Amount field, type the amount that you want to adjust the point balance by.

Insert a comment into the COMMENT field (not compulsory but recommended) and click FINISH. Once the transaction has completed click YES in the confirmation pop-up.

The patron's points will be adjusted in the database and you are returned to the Patron Maintenance window. Click on the Close button to exit the screen.

9.3.1 Checking Adjusted Points

The Promotions Audit Report in Wildcat will give you a list of patrons who've had points adjusted and when (along with any comments given). It is recommended to run this report on a regular basis to detect illegitimate adjustments.



9.4 Transferring Points

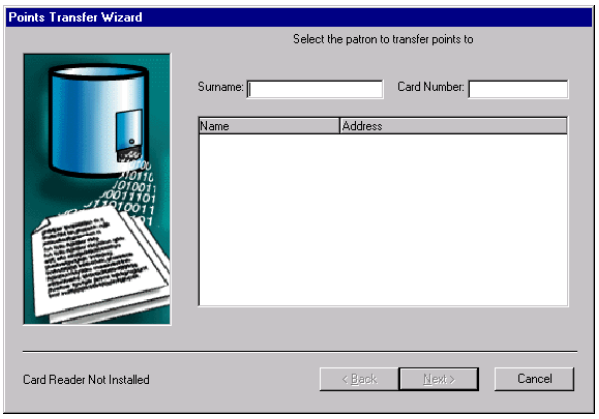
Please note that permission to transfer points is set via the Security section of Wildcat. If the user logged onto Wildcat doesn't have access to transfer points, the TRANSFER option will be greyed out. A different user with transfer privileges will need to log onto Wildcat.

Bonus Points can be transferred from one patron's account to another's. The transferring and receiving accounts must both be active.

To transfer points open the Patron Maintenance window. Find the patrons as per normal search processes. If a list of patron's matching the search criteria appear, select the correct patron from the list.

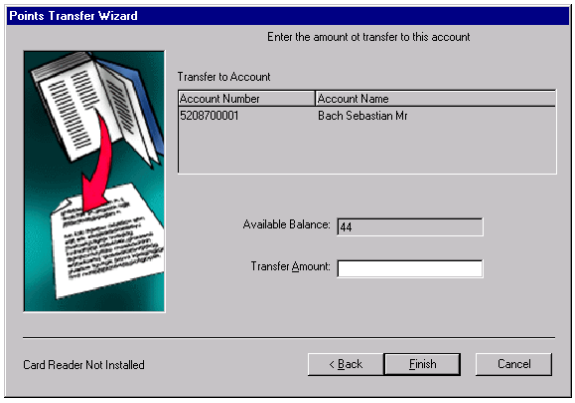
Click on the Points button (or press F6). Click on the Transfer button (or press F5). If transfers are not allowed, the Transfer button will be greyed out.

The points transfer wizard will ask for the patron name who will be receiving the transferred points.



Enter the name of the patron you want to transfer the points to by swiping the patron's card through the card reader (if enabled) or type the patron's surname in the surname field. Select the patron from the list.

Click on the Next button.



Type the amount of points that you wish to transfer into the Transfer Amount field and press ENTER or click on the FINISH button.

Click YES in the confirmation pop-up. The patron's points will be adjusted in the database and you are returned to the Patron Maintenance window.

Click on the Close button or press F12 or Esc to exit.

10 Setting up Card Devices

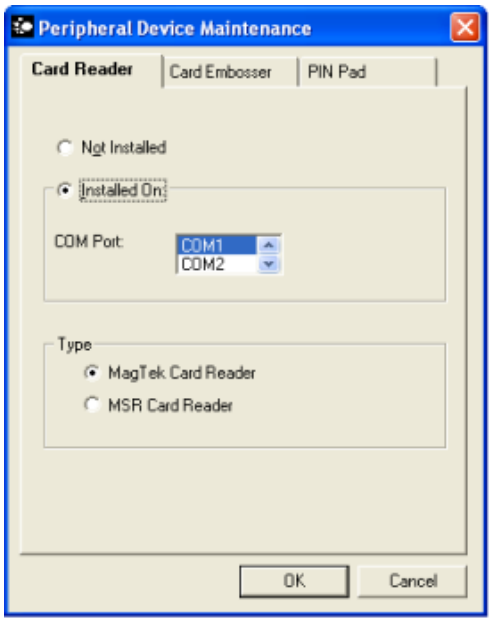
At the top left of the patron maintenance screen there is a DEVICES icon. Devices is used to set up the card swipe or printer so that Wildcat can recognise that it has been installed. This is only required if there is a card swipe or printer to be attached to the Management PC.

A card swipe allows the user to find membership details fast by swiping the member's card through the attached card swipe.

A card printer allows the user to print the members details directly onto the card. The picture on the left is a Zebra P330i and the picture on the right is the Zebra ZXP3. Both models work well with Wildcat.

10.1.1 Installing a Card Swipe

Click on the DEVICES icon (or press F2) to bring up the following dialogue screen. The first tab will be for the card swipe (Card Reader).



Complete the fields for this window.

Card Reader Not Installed	Select this if there is no card reader installed
Card Reader Installed On	Select this button if there is a card reader installed
Com Port	Select the Com Port to which the card reader is attached.
Type	The default should be MagTek Card Reader.

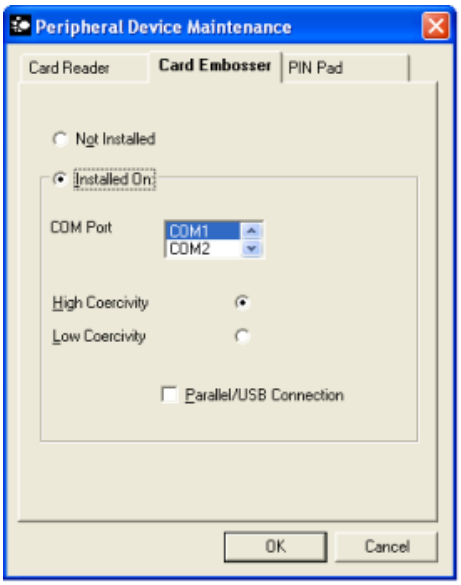
Click OK.

If you have selected the correct COM Port the light on the card swipe will be yellow. If the light does not turn on and an error message CARD READER NOT RESPONDING or CARD READER NOT INSTALLED shows at the bottom of the screen return to the DEVICES screen and choose another COMPort (it may take a few tries to get the correct port).

If the Card Swipe does not light up for any of the ports, the port may be broken or disabled. If the computer is owned by Maxgaming, please contact the Help Desk. If the computer is owned by the site please contact your I.T administrator.

10.1.2 Installing a Card Printer (Embosser)

Click on the DEVICES icon (or press F2) to bring up the following dialogue screen.



The first tab will be for the card swipe (Card Reader). Click on the CARD EMBOSSER TAB to bring the tab forward.

Complete the fields for this window

Not Installed	Select this button if no card embosser is installed
Installed On	Select this button if a card embosser is installed.
Com Port	Select the Com Port to which the card embosser is attached if the embosser is connected using a 9 pin Comm cable.
High/Low Coercivity	Select the type of magnetic strip type for your cards. It may indicate HI-CO or LO-CO on the back of the cards or Maxgaming can usually advise on the type of card being used.
Parallel/USB Connection	Tick this box if the card printer is connected via a USB connection.

Please note that the printer is to be connected via a COMMS or USB cable. It cannot be both nor can it be connected via a LPT Parallel Printer Cable. For more information please contact the supplier of your printer. Click OK to save the details.

10.1.3 Troubleshooting a Card Printer

The cards and the card embosser should be kept and used in a dust free environment. The print head and encoding head must be cleaned regularly – a good rule of thumb is a clean with every ribbon replace. Refer to the printer manual for cleaning procedures. Cleaning cards and sticky rollers may be purchased from Maxgaming.

If you have trouble printing or encoding cards, please refer to the printer user manual as there is an Appendix in the manual that contains a troubleshooting guide.